



## Vacancy

### Job title: Office Assistant

**Organisation:** The CAE

**Location:** Swansea

**Start:** January 2021

**Contract:** 12 months (initially)    **Salary:** £9.20/hour

**Hours:** 25hours / week

The CAE is a South-Wales based organisation that aims to inspire, support and promote BAME employment and entrepreneurship and is the only organisation of its kind in the UK that has developed solutions to support members of the BAME community who wish to find jobs or set up and grow their businesses.

We are looking to recruit an experienced and energetic individual who is passionate and self-motivated to serve as an **Office Assistant**. The ideal candidate will have a marketing and customer service background or experience in a similar setting.

The role is a fixed term contract with the potential of being extended subject to performance and the availability of additional funding.

#### Key Areas of Responsibility

- Handling incoming calls and other communication
- Recording, updating and filing information
- Serving visitors by greeting, welcoming, registering and directing them as needed
- Supporting all teams to provide seamless services to all participants and other stakeholders
- Maintaining and coordinating schedules
- Maintaining the CAE premises clean and well organised at all times
- Assisting with event planning and organisation
- Participation at exhibitions and events to represent and promote the CAE as needed
- Updating publicity and marketing materials and important notices and assisting with distribution where needed
- Running activities under assigned projects and meeting all associated deliverables.
- Monitoring assigned project activities on the organisation's webpages and reporting on them.
- Always acting in line with The CAE's policies and procedures and serving in the best interests of The CAE.
- Assisting with other reasonably assigned tasks



# TheCAE

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Person Specification			
Description	Essential	Desirable	How Evaluated
<b>Education</b>	- 5 GCSEs, grade C and above or equivalent, including English and Maths	-Advanced academic or relevant qualification	CV, Application letter and evidence of qualifications
<b>IT</b>	-Proficiency in use of Microsoft Office packages and email  -Proficiency in using the internet to access quick and accurate information		Application Letter and interview
<b>Language</b>	-Excellent written and spoken English	- Ability to speak other languages e.g. Arabic, French or Welsh	Application Letter and interview
<b>Flexibility and travel</b>	-Able and prepared to respond to changes in business demands and to accommodate a contract extension or added working hours, without other conflicting commitments		Application letter and interview
<b>Work Experience</b>	- Experience in any one or more of the following roles:  marketing, customer service, client relationship management, sales, advice agency or similar setting	- Previous work /volunteering experience in a similar role.  - Experience working with vulnerable people	CV, Application letter and interview



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### Skills and Abilities

- Ability to work effectively under pressure and to meet tight deadlines
- Excellent communication skills (both written and verbal English)
- Good interpersonal skills
- Great organisation, multitasking and planning skills
- Ability to exercise discretion and confidentiality
- Advanced experience and ability with MS Office software
- Able to work well within a team as well as on your own
- Pro-active and self-motivated
- High level of numeracy
- Good customer service skills
- Ability to work with and serve people of diverse ethnic backgrounds and circumstances while remaining respectful and non-judgmental.
- Great Interpersonal skills with a passionate and positive personality

### How to apply?

To apply, please submit a CV and application letter to [info@caentr.org](mailto:info@caentr.org) . It is in your own interest that you are clear in your application about how you meet the essential criteria with clear examples where possible.

**Deadline:** 4<sup>th</sup> December 2020